

The Guildford Institute is an educational, community charity based in Guildford town centre. The Institute is looking for a full-time Programme and Deputy Manager to join its small, friendly staff team and to help take the organisation into the next phase of its development.

Key Responsibilities of the Post-holder

The Programme and Deputy Manager is a highly-valued member of staff and plays a vital role within the organisation. The points below identify some of the post-holder's areas of responsibility:

- **Management of the Institute's Course Programme** – to include the design and organisation of a varied, termly course series. The successful candidate will act as the first-line responder to tutors and students. The post-holder is also encouraged to broaden the programme in order to continue to diversify the appeal of the Institute.
- **Management of the Institute's Room Hire Diary** – the post-holder is responsible for processing the Institute's room hire enquiries, liaising with the clients to establish requirements and ensuring that these are accurately recorded and communicated to other staff members.
- **Deputisation and Management Responsibility** – the post-holder will be responsible for managing the Institute's small team of caretakers and stewards; will provide deputy support to the Institute Manager and will have involvement in ensuring that the Institute meets its strategic objectives.

What is The Guildford Institute and What Do We Offer?

The Guildford Institute is a membership organisation and community hub providing a wide range of activities to residents of Guildford and the surrounding areas. On offer is a eclectic programme of courses, talks, events and visits, alongside a variety of club and societies, room hire facilities, and a library complete with a historic archive. The Institute has operated from its Grade II listed premises for 127 years and is continuing to build its profile locally.

Some of the key benefits of working at the Institute include:

- The post-holder will work within a small, friendly team environment
- Varied job role that provides opportunities for development and plenty of scope for original ideas and input
- Ability to interact with a vast number of local community members
- Generous annual leave allowance
- Central Guildford Location

What We Seek in You

- A passion for and commitment to the aims and the work of the Institute and an enthusiasm to build on recent developments to the Institute's programme.

- At least one year's experience in a role with relevant responsibilities at an appropriate level.
- An ability to plan, prioritise and organise in order to meet competing deadlines.
- A keen attention to detail and proof-reading abilities.
- Good problem-solving abilities.
- Highly comfortable in dealing with financial information.
- Excellent interpersonal skills in order to build up good relationships with tutors, room hirers and regular clients.
- A flexible, adaptable approach is essential.
- Experience in using databases, WordPress or QuickBooks would also be an advantage (not essential).

Timeline and Application Method

Please be aware that the interview date will be Thursday 4 July 2019

We invite applications with an up-to-date CV and cover letter describing how your skills and experience match our requirements. We request that the CV includes current salary information.

Programme & Deputy Manager – Job Description

Job Purpose

The Programme & Deputy Manager position plays a pivotal role within the Guildford Institute team and leads on management of our course programme. In addition to deputising for the Manager during times of absence, the Programme & Deputy Manager has involvement in the Institute's strategic planning and financial processes. The post-holder also carries specific line management responsibility for our small team of stewarding and caretaking staff.

In managing the Institute's events diary, the Programme & Deputy Manager has a hand in organising every activity that takes place within the building, as well as maintaining the important balance between the courses on offer and room hire options available to local businesses and community organisations. Through the management of the course programme and room hire, the post-holder is responsible for two of the largest areas of the Institute's income.

In holding responsibility for the Institute's courses, the Programme & Deputy Manager also has the opportunity to generate new ideas for the course programme and thereby ensure that the Institute continues to appeal to broad range of the local community.

Management Responsibility

Deputisation & Management Responsibility	<ul style="list-style-type: none"> • Line management responsibility for the stewarding and caretaking staff. Planning cover and training as appropriate • Decision making appropriate to your status as the Programme & Deputy Manager • Involvement in interviews for staff selection • Involvement in monitoring and reporting on company performance against budget and business plan • Participation in Board and sub-committee work, including minute-taking for the Board meetings • Involvement in identifying and developing suitable software solutions for Institute activities
Finance	<ul style="list-style-type: none"> • Act as a second signature authorising cheques and setting up online bank payments as requested • Utilise QuickBooks financial recording software • Involvement in month end trial balance process • Process the weekly banking and paying in each Friday • Deputy responsibility for payroll processing

Operational Responsibility

Courses	<ul style="list-style-type: none"> • On a termly basis: <ul style="list-style-type: none"> ○ Solicit and edit course proposals from tutors ○ Coordinate tutor vs room availability/preference ○ Confirm arrangements with tutors
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	<ul style="list-style-type: none"> ○ Coordinate room and equipment bookings for courses into the room diary ● Involvement in admin support for tutors: including copying booklists and distributing materials lists ● Work strategically to extend the range of subjects on offer year on year, diversifying the appeal of the programme ● Ensure that the courses database is maintained accurately and effectively ● Involvement in soliciting and analysing feedback from learners and use it to inform decision making ● Be the first-line responder for problems and issues raised by learners
Tutors	<ul style="list-style-type: none"> ● Handle approaches from prospective tutors and build on the number of tutors that deliver sessions at the Institute ● Once per year: <ul style="list-style-type: none"> ○ Organise and co-chair the annual tutor meeting ○ Administer any polling of tutors and advise of the results ● Be the first-line responder for communicating with the tutors, including dealing with tutor requests and informing the tutor team of developments ● Process and verify incoming tutor invoices
Room Hire	<ul style="list-style-type: none"> ● Maintain full room hire record keeping ● Key point of liaison for room hirers ● Set up and service room hire including the provision of refreshments and lunches as well as the management of any technical requirements of the hirer ● Communicate requirements effectively including for morning and evening changeovers, delegating functional set up to caretakers where possible ● Establish rapport and good customer care to foster repeat bookings ● Solicit feedback and use it to inform future room bookings
Room Set Up & Catering	<ul style="list-style-type: none"> ● Oversee the setting up of rooms for various events and courses ● Instruct the caretaker and evening stewards on layouts ● Where necessary, be involved in the relocation of furniture and equipment and ensure that rooms are set up and secure prior to commencement of the event ● Assist with catering requirements in the rooms of the Institute – delivering and collecting consumables and crockery where necessary

Shared Responsibility

Termly Brochure Co-Ordination	<ul style="list-style-type: none"> ● Liaise with the designer on relevant brochure elements ● Establish and work to deadlines for brochures ● Progress the publications through each stage of proofing and amendment, including error correction and communication to and from the designer of text, images and layout ideas ● Responsibility for uploading the course brochure content onto the website
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**Annual report,
Business Plan and
Strategic Plan**

- Contribute statistical data and editorial content
- Work with an awareness of the priorities of the strategic and business plans of the organisation
- Suggest new areas for focus of effort and include challenging but achievable aims and targets